

# Sales & Service Alert SA15-001 Date: 2015-08-27 – V1.1

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## **Title: D-Point & I-Draw referral error message**

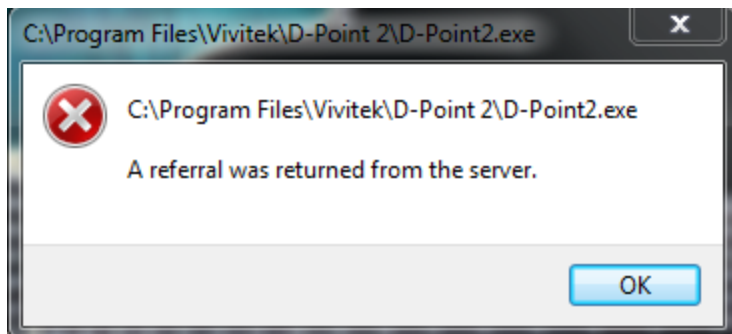
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### **Affected Vivitek models:**

- D755WTIR
- DH758USTIR
  
- OS: Windows based operating systems (XP, Vista, 7, 8, 8.1, 10)

### **Issue:**

D-point and/or I-Draw gives an error message when attempted started and does not allow the interactive driver to start.



### **Solution:**

After analysing the issue, Vivitek and its vendor found an issue in the previously released software versions that relates to an expired windows certificate in the software.

Vivitek has released a new version of D-point and I-Draw posted on [www.vivitek.eu](http://www.vivitek.eu) under Documentation → Software for the affected models.

**We recommend that all distributors and resellers to remove the CD ROM provided in the box for the affected models before shipping to end users.**

### **Step-by-Step:**

- 1) Uninstall the current versions of D-point and I-draw from "Add or remove Programs" on the computer.
- 2) Download the latest version of D-point and I-Draw from the links below:

[D-Point Version 2.3.1.4](#)

[I-Draw version 4.3.0.48](#)

After installing the software, please go through configuration and calibration again. For details on how to configure and calibrate please refer to the user manuals [English](#) - [German](#) - [French](#)